

What happens at my first session?

This is an opportunity for you to meet your counsellor and ask any questions that you may have. Your counsellor can explain how we work, what we can offer and will be happy to explain anything that you are unsure about.

How long does a session last?

Sessions usually last about 45 minutes.

ayrshire council on alcohol

Ayrshire Council on Alcohol is financially supported by South and East Ayrshire Councils and NHS Ayrshire & Arran.

What is counselling?

The aim of counselling is to provide you with personal space in a non-judgemental environment and to support you to make changes, explore underlying issues, set goals, problem solve and find solutions that are right for you. It is up to you what you choose to discuss. Some people refer to this as their Recovery Plan.

ACA staff are trained counsellors who receive regular training and supervision so that they can provide you with high quality, evidence based support.

If you are finding it difficult working with your counsellor let them know. You may prefer to work with someone else. If you prefer to speak to a counsellor of your own gender then please let us know.

Is counselling confidential?

What you and your counsellor talk about is confidential to the agency. However under certain circumstances we may be obliged to share information with other services should we be concerned about your personal safety or that of another person that you have told us about.

Your counsellor will **always** discuss with you any concerns that they may have. ACA has Sharing of Information & Confidentiality policies which you are welcome to read. Please ask your counsellor for a copy.

Do I have to attend alcohol free?

We ask everyone to attend alcohol free as counselling will not work if you are under the influence of any substances. This includes not attending for counselling smelling heavily of stale alcohol. If you feel that you are not fit for your session then please contact the agency and we can arrange another suitable appointment for you.

What if I am unhappy with the service that I receive?

Here at ACA we aim to provide a person centred, responsive and understanding service based on your strengths and needs. You should feel treated with dignity and respect however if you are unhappy with your experience in any way then please ask for details of our Complaints Procedure.

ACA is keen to listen to your views. If you can see any ways in which we can improve or develop any aspect of our service please tell us. Your counsellor will ask you to complete a Service Users' Questionnaire and there is a Suggestions Box located in the waiting area.

How long can I attend for?

Really this is up to you, however the aim of counselling is to help support you to move forward and make positive lifestyle changes. You will have the opportunity to regularly review and discuss your progress with your counsellor as part of your Recovery Plan. Your counsellor can provide you with information about other services and community based activities if this interests you.

Please let your counsellor know if you wish to stop coming. If you are unable to attend an appointment please let the agency know so that it can be offered to someone else who is waiting for support. ACA will offer you a follow up call three months after you stop seeing your counsellor to find out how you are getting on. You are however welcome to come back to see us at any time.

Ayrshire Council on Alcohol provides free, confidential support to problem drinkers and their families throughout East & South Ayrshire. Should you wish to make an appointment or discuss any aspect of our service please contact

01292 281238

We would be happy to help.

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Coming for Counselling

Ayrshire Council on Alcohol provides **free, confidential support** to problem drinkers and their families throughout East & South Ayrshire.